

911 and the Implementation of 988

National 911 Program

Kate Elkins, Acting Coordinator

The National 911 Program

1. Convenes stakeholders to make decisions and take action
2. Creates and shares resources to help 911 systems and to educate others about NG911
3. Administers grant for updating state/local 911 systems (with the NTIA)



988



The Substance Abuse and Mental Health Services Administration (SAMHSA) is the lead federal agency, in partnership with the Federal Communications Commission (FCC) and the Department of Veterans Affairs, working to make the promise of 988 a reality for America. Moving to a three-digit dialing code is a once-in-a-lifetime opportunity to strengthen and expand the existing National Suicide Prevention Lifeline (the Lifeline).

- *The Lifeline* is a national network of over 180 local, independent, and state-funded crisis centers equipped to help people in emotional distress or experiencing a suicidal crisis
- There are non-lifeline local crisis centers throughout the country in addition to lifeline ones.
- Historically and universally, 911 and crisis centers operate in parallel missions with little interaction or collaboration

988 Implementation

- July 16, 2022: 988 will be implemented to direct calls and texts (wireless and landline) to the Suicide Lifeline in addition to the existing 1-800-273-8255 number
- Calls made to the suicide lifeline are directed to a local crisis center based on area code
- If the local center does not answer within the time requirements it rolls up to one of two national lifeline centers

Technology challenges of 988

- None of the suicide lifelines or local crisis hotlines currently have location information for callers
- Currently the caller's area code may be used to identify a PSAP to notify when an emergent response is needed.
- There is no transfer to 911 of the actual 988 call in most settings unless the crisis center is co-located with the 911 center.

911 and 988 Differences

- There is a need for bidirectional education so 911 and 988 can better understand the current state of each system
 - There are differences in mission, technology and operations that need to be addressed
- In some communities there is great collaboration, however this is not the norm or across the board

National 911 Program Engagement with 988

- Represented 911 at Hotline Improvement Act meetings starting in 2018 emphasizing the need to address collaboration between 911 and 988
- Encouraged SAMHSA/FCC/VA to address 911/988 interconnection challenges including:
 1. Funding Issues
 2. Technical Issues
 3. Operational Issues
- EMS and National 911 Program staff meet regularly with the SAMHSA team coordinating 988 implementation

What Can You Do to Help?

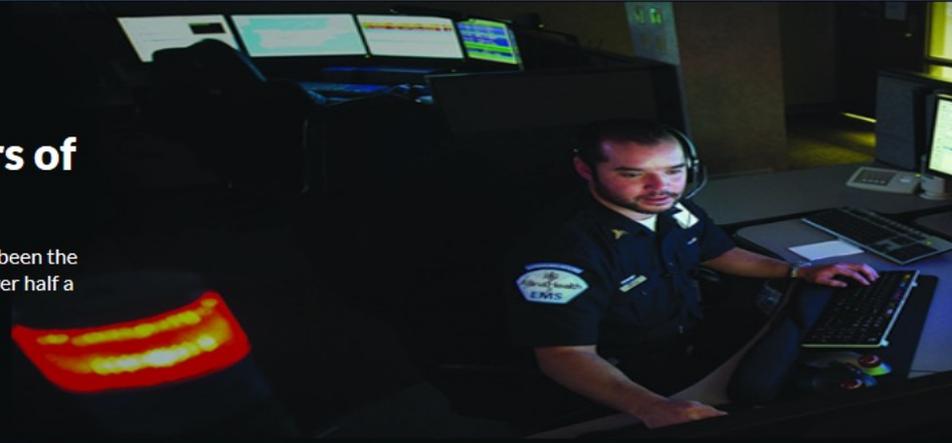


Take the time to learn more and ask questions...

- Are you able to educate those in the crisis community about EMS and 911?
- Do you know how your organization may be called upon to help the 911 and/or 988 community as they work to interconnect?
- Does your PSAP know about the plans happening with 988 in the surrounding jurisdictions?
- Do you need more information?
- Are there unrecognized challenges, gaps or resources your organization can help with?

Over 50 Years of 911

America's 911 systems have been the lifeline to public safety for over half a century.



Calling 911: What You Need To Know



NEED TO CALL OR TEXT 911?



FAQS



USING 911 APPROPRIATELY

Working Together on 911 Issues

Current Projects

COVID-19 Resources

Telecommunicator Job Reclassification

Next Generation 911 Self-Assessment Tool

Next Generation 911 for Public Safety Leaders

911 Grant Program

NG911 Roadmap: Connecting Systems Nationwide

Strategic Planning for Collecting and Use of Nationwide 911 Data

CPR LifeLinks

Thank you!

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